# Composer Help

## Setting Context Services Preferences

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# Contents

# Setting Context Services Preferences

Go to **Window** > **Preferences** > **Composer** > **Context Services** to open the Context Services dialog box. If using a Composer version prior to 8.1.440.18, the dialog box will not contain a **Service management** section.

**Context Services**

Context Services are provided by the Universal Contact Server (UCS) and the Genesys Mobile Services (GMS).

Customer Profile management. These settings apply to Profile related blocks.

☐ Connect to the Universal Contact Server when designing diagrams

Server Hostname  127.0.0.1

Server Port  80

Base URL

Security Settings

Use secure connection:

◉ Never  ○ TLS

☐ Use authentication

User

Password

Test Connection

Service management. These settings apply to Service related blocks.

☑ Use Genesys Mobile Services

☐ Connect to the Universal Contact Server when designing diagrams

Server Hostname  127.0.0.1

Server Port  80

Base URL  genesys/1/cs

Tenant  1

Security Settings

Use secure connection:

◉ Never  ○ TLS

☐ Use authentication

User

Password

Test Connection

Context Services objects Validation

○ No validation

◉ Validate if connected

○ Validate

Locale settings

Time Zone  (GMT-08:00) America/Los_Angeles

Restore Defaults      Apply

OK      Cancel

## Guidelines for Context Services Preferences

### [+] Guidelines for Context Services Preferences

The table below supplies some guidelines for defining Context Services Preferences.

| Installation Type | Customer Profile Management | Service Management |
|---|---|---|
| Context Services 8.1 or earlier - Profile and Service APIs served by UCS | Set UCS parameters according to UCS options. | Do not check the **Use Genesys Mobile Service** checkbox. Set the UCS parameters according to UCS options. |
| Context Services 8.5 or later - No Load Balancer | Set UCS parameters according to UCS options. | Check the **Use Genesys Mobile Service** checkbox. Set GMS parameters according to GMS options. |
| Context Services 8.5 or later - Load Balancer (LB) | Set UCS parameters to match the LB options. | Check the **Use Genesys Mobile Service** checkbox. Set GMS parameters to match the LB options. |

## Customer Profile Management Section

1. Use the Guidelines for Context Services Preferences section above for selecting/unselecting the **Connect to Universal Contact Server when designing diagrams** box.

2. Under **Server Host Name**, enter the server host IP address in your Configuration Database, which identifies the Universal Contact Server. See Tip below.

3. Enter the **Server Port number** for Universal Contact Server. For the port number, open the Universal Contact Server `Application` object in your Configuration Database, go to **Options** tab, select the `cview` section, and the `port` option.

4. Enter the **Base URL** for the Context Services server. This should only be configured if you use UCS 8.1. Do not set if you use UCS 8.5.

5. Under **Security Settings**, **Use secure connection**, select **Never** or **TLS** if Transport Layer Security is implemented as described in the *Genesys 8.1 Security Deployment Guide*.

6. Select **Use Authentication** to require a user name and password when connecting to Universal Contact Server. If selected, enter the **User** and **Password** fields.

7. Click the **Test Connection** button (enabled if the **Connect to Universal Contact Server when design diagrams** box is checked). Clicking should cause connection successful to appear. If not, check that Universal Contact Server is running and that the entered host/port values are correct. Other sources of error could be that the base URL parameter value is incorrect or the UCS version is not 8.1 or higher.

8. Under **Context Services object Validation,** select one of the following: **No validation**, **Validate if connected**, or **Validate**. This setting is used and shared by the Profile/Service blocks.

> ### Tip
>
> Host/port/URL/tenant are used at design time by Composer (when the **Connect to Universal Contact Server when designing diagrams** box is selected). They are also used by Composer when publishing an interaction process diagram. Composer stores these parameters in the EnhancedRoutingScript objects. SCXML applications can then read those settings at runtime to connect to UCS/GMS accordingly.

## Service Management Section

1.  Select either **Use Genesys Mobile Services** or **Connect to the Universal Contact Server when designing diagrams**. See Guidelines for Context Services Preferences section above for more information. Steps 2, 3, and 4 below relate to UCS or GMS, depending on the **Use Genesys Mobile Services** box.

2.  Under **Server Host Name**, enter the host IP address. See above note (Tip).

3.  Enter the server port number.

4.  Enter the **Base URL** for the host. When using GMS, the base URL is normally /genesys/1/cs.

5.  Enter the **Tenant**. GMS Context Services (optionally) supports multi-tenancy. The tenant to use is passed as a header (ContactCenterId=x) of the request. This field is disabled when **Connect to the Universal Contact Server when designing diagrams** is selected.

6.  Under **Security Settings**, **Use secure connection**, select **Never** or **TLS if Transport Layer Security** is implemented as described in the *Genesys 8.1 Security Deployment Guide*.

7.  Select **Use authentication** to require a user name and password. If selected, enter the User and Password fields.

8.  Click the **Test Connection** button. Clicking should cause connection successful to appear. When using GMS, no connection is made from Composer to GMS. Connections to GMS are initiated only at runtime by ORS/MCP.

9.  Under **Context Services object Validation,** select one of the following: **No validation**, **Validate if connected**, or **Validate**. This setting and the setting below is used and shared by the Profile/Service blocks.

10. Under **Local Settings**, select the time zone.

> ### Tip
>
> Composer can successfully communicate with UCS at design stage whatever the UCS mode is (production or maintenance). However, UCS needs to be in production mode at runtime stage (when running Context Services SCXML or VXML applications, even when using GVP Debugger).